

Made an Error on a AAdvantage Award Booking — How to Fix It Fast

Discovering an error in a AAdvantage award booking — whether it is the wrong date, the wrong destination, a name error, or a connection mistake — requires prompt action. Award booking corrections are generally easier and less costly to make before the travel date than after. AAdvantage Executive Platinum members receive waived award change fees, and most award date and routing changes can be processed through aa.com or by calling the reservations line. Act now to minimize the cost and complexity of the correction.

Award Error Fix Guide	
Error Type	Date, route, or passenger name?
Change Free	Free for Executive Platinum; others may have fee.
Act Fast	Some award changes easier before departure.
Call	Call +1 (855) 235-1998 for complex award corrections.
Contact	+1 (855) 235-1998 — 24/7 American emergency line

Common AAdvantage Award Booking Errors and Their Fixes

The most common award booking errors include: a wrong departure or return date, a wrong connection city, a wrong cabin class selected, a passenger name entered differently from the government ID, or the wrong departure airport selected in a multi-airport metropolitan area. Each error type has a different correction process. Date errors are usually the simplest to fix through aa.com's manage booking function. Name errors require agent intervention through the reservations line. Route corrections on complex international awards are best handled through +1 (855) 235-1998 with a specialist.

Correcting a AAdvantage Award Date Error

A AAdvantage award date error is corrected by changing the award to the intended date through aa.com's manage booking section or by calling the reservations line. The change reprices the award at the mile level applicable to the new date's availability. If the new date has fewer miles required than the original, the difference is credited back. If it has more, the additional miles are deducted. AAdvantage Executive Platinum members receive waived change fees on award date corrections.

Fixing a Name Error on an Award Ticket

A name error on a AAdvantage award ticket must be corrected before travel to ensure the passenger name matches the ID at check-in. Name corrections on award tickets follow the same process as paid ticket name corrections: calling the reservations line with the incorrect name as it appears on the booking and the correct name as it appears on the government ID initiates the correction. For international American award flights where the name must match the passport, urgent name corrections should be flagged as time-sensitive to the airline reservations line agent.

Award Route Corrections

A wrong airport or connection error on a AAdvantage award itinerary requires a route correction, which is more involved than a simple date change. Route corrections on AAdvantage awards must comply with AAdvantage's routing rules for the award type, and the new routing may have a different mile cost. Calling the reservations line to discuss the specific correction and the applicable mile cost before making the change provides full transparency. Complex international award route corrections are better handled through +1 (855) 235-1998 than through the online booking tool. Visit [aa.com](https://www.aa.com) for current award availability.

AAdvantage award corrections that involve a routing change on an international award ticket require careful review of the routing rules for the new itinerary before the change is finalized. An incorrect route change could inadvertently violate routing rules and result in the award not being valid for the new itinerary. Calling the reservations line and asking the agent to confirm routing rule compliance for the corrected itinerary before finalizing the change prevents the error from being compounded. Visit [aa.com](https://www.aa.com) for AAdvantage award routing information.

For AAdvantage award bookings where the error was discovered after the check-in window has opened on the departure date, same-day corrections are possible but require more urgent handling. Calling the reservations line immediately for a same-day award correction and explaining the departure timeline allows the agent to prioritize the request. Some same-day award corrections that would normally require a reissue fee may be processed as urgent corrections with reduced friction by the airline reservations line agent for AAdvantage Executive Platinum members.

AAdvantage Executive Platinum members who need to fix an award booking error on a departure within 48 hours should call the reservations line and specifically request urgent award correction handling. Executive Platinum members may be routed to a specialist line with access to override tools that can process same-day or next-day award corrections more efficiently than the standard award change process. Identifying Executive Platinum status at the start of the call and explaining the urgency of the departure date ensures the case is handled at the appropriate priority level.

After completing a AAdvantage award correction through the reservations line or through [aa.com](https://www.aa.com), printing or saving the updated booking confirmation before ending the call or closing the website ensures a record of the corrected itinerary is available for reference at check-in. Award ticket

corrections sometimes take 2 to 4 hours to fully propagate through American's systems, so checking the updated booking confirmation in the AAdvantage account at aa.com after a few hours verifies the correction is fully reflected in the reservation before the travel date.

For AAdvantage members who made an award booking error and are concerned about whether the miles cost will change after correction, asking the airline reservations line agent to quote the corrected itinerary's mile cost before making the change provides a complete picture of any additional mile cost. Some award corrections — particularly date changes to higher-demand periods — may increase the mile cost significantly. Understanding the cost before committing to the correction allows the traveler to evaluate whether the corrected itinerary is still the best use of the available miles or whether an entirely different routing would be more mile-efficient.

For AAdvantage award correction requests where the change involves switching from one airline to a partner carrier or vice versa — for example, moving from an American-operated flight to an alliance partner segment — the mile pricing may be completely different between the two carriers even on the same route, because partner award pricing depends on the partner's published award chart rather than American's own pricing. Calling the reservations line to get a specific mile quote for the corrected itinerary before agreeing to the change ensures the cost of the correction is fully understood. Visit aa.com for partner award pricing information.

Award Booking Error — Fix It Now Before It's Costly

An error in a AAdvantage award booking is fixable in most cases — Executive Platinum members get waived award change fees. Call +1 (855) 235-1998 immediately for corrections that are easier to process before the American departure date.

Award correction information reflects American's 2026 AAdvantage program terms. Contact +1 (855) 235-1998 immediately for award error fixes.